



INFORMATION UPDATE: 12-30-98

PROCEDURAL CHANGES AND INFORMATIONAL PROGRAM UPDATES

To expedite the mailing process of this time-dated information, this printed update will be mailed only to the identified contact staff for each active enrollment entity in the RHA database. Please forward this important information to all Certified Application Assistants linked with your enrolling organization.

- **Matching for payment reimbursement.** When providing application assistance with the intent to request the reimbursement payment, a Certified Application Assistant **MUST** document his/her CAA number on the signature line on page 17 (for Healthy Families) or page 20 (for Medi-Cal) of the application booklet. The CAA number is the only way to match the applicant's successful enrollment with the completed application and with the enrollment entity number written in on the Reimbursement Request Form. Failure to document the CAA number on the application will delay payment, and may result in a lost payment if appropriate documents cannot be matched. Please review pages 6-9, 6-9A or 7-3, 7-3A of the Reference Manual for details.
- **New telephone number for reimbursement payment assistance.** To recap information provided in the 11-20-98 Update, call toll-free 1-888-747-1222 and press the star (*) key immediately to be directly linked to a payment assistant. *You will not hear a prompt in the recording for reimbursement assistance.* You must press the star (*) key to obtain reimbursement information, as general assistance operators do not have access to reimbursement account information.
- **CAAs can assist in gathering missing application information.** Healthy Families applicants who receive a request from EDS for additional information regarding their application may have the CAA who assisted the applicant act as a liaison between the applicant and EDS. To maintain the confidentiality of the process, the CAA will be asked to provide his/her EE and CAA numbers in addition to two application elements (for example: birthdate, mother's name) on one of the children being enrolled. **NOTE:** Medi-Cal confidentiality rules do not allow for information regarding Medi-Cal applicants to be released to CAAs.
- **Request for redirection of reimbursement payment.** To change the main contact name, business name or mailing address for reimbursement receipt, you may mail or fax changes to EDS. Changes should include the following information on official business letterhead (if available):
 - Business or Vendor Name
 - Vendor/EE Number (as printed on reimbursement check stub)
 - Printed name and signature of person requesting the change, and requested change
 - Contact name and telephone number**Mail** requests to Healthy Families Program, Attn: App. Asst. Reimbursement Dept., P.O. Box 138005, Sacramento, CA 95813-8005. **Fax** requests to (916) 859-2359. Attn: App. Asst. Reimbursement Dept.
- **New training guidelines for "A-level" Certified Application Assistants.** Due to the increased demand for certification training, CAAs who have attended the State-sponsored training and hold an "A" certificate number may train others outside of their own organization. "A-level" CAAs may request up to two Reference Manuals and "B-level" certificates to train others within their enrollment organization or within other enrollment organizations for which local training may be unavailable. "B-level" training order forms and certificates may be obtained by calling the Certified Assistant HELP Line at RHA, 1-888-237-6248.
- **Public Service Announcements now available in Spanish.** Radio Bilingue has produced Spanish PSAs for its own use that are now available to EEs. These may be customized with the name and local telephone number of your enrollment organization and you can ask the local radio stations to play them. To obtain a copy, please call Hugo Morales at Radio Bilingue at (209) 455-5757.

A HEALTHIER TOMORROW STARTS TODAY